

Pennichuck Corporation

Strategic Plan

September 2016

Introduction

Pennichuck Corporation Mission

Is supported through

Business Strategies

which are implemented via

Programs and Initiatives

using a mix of

Employees, Technology, Consultants and Contractors

Pennichuck Corporation Mission Statement

Pennichuck Corporation's Mission is to be a premier supplier of water in New Hampshire by providing reliable, high quality, and affordable water in sufficient quantities, and New England's premier supplier of water related contract services by providing high quality solutions to meet our customers' needs.

Strategies

- **Strategy #1**
Protect and Sustain our Water Resources
- **Strategy #2**
Attract, Train and Retain Highly Qualified and Motivated Employees
- **Strategy #3**
Maintain Fiscally Sound Operating Practices that Enhance Access to Long-Term Capital Markets
- **Strategy #4**
Maintain Customer Confidence and Support
- **Strategy #5**
Provide Highly Responsive Customer Service

Strategies Continued

- **Strategy #6**
Meet Customer Expectations for Quantity and Quality of Water
- **Strategy #7**
Manage the Company's Assets to Provide Cost Effective, Uninterrupted Provision of Water Service
- **Strategy #8**
Maintain and Expand the Non-Regulated Portion of the Business
- **Strategy #9**
Distribution and Administrative Facilities
- **Strategy #10**
Recognize the City of Nashua as the Sole Shareholder which has funded the Cost of the Pennichuck Acquisition